



DEDICATED CREON® (pancreatin) SUPPORT LINE

As the marketing authorisation holder and distributor of Creon® in the UK, we were notified by our third-party manufacturing partner, Abbott, of a global supply constraint of Creon®. This constrained supply is due to high global demand and reaching maximum manufacturing supply output.

The constrained supply is not due to any quality, safety or efficacy issues of Creon® being produced.

In the UK, Creon® 25,000 and 10,000 are in constrained supply. However, our current expectation is that during this period of constraint, we will be able to meet the majority of demand. ViatriS is currently receiving continuous supply of Creon® from Abbott. Distribution of all marketed strengths of Creon® from Abbott to our distribution partner and onwards to pharmacies in the UK will continue as shipments arrive.

We are committed to providing reliable access to medicines for our patients, and fully appreciate how important this medicine is for individuals who rely on pancreatic enzyme replacement therapy (PERT) and understand the challenges this situation poses for patients and their healthcare professionals.

For this reason, as part of the actions taken to mitigate the impact of the shortage on patients and healthcare professional, ViatriS UK has initiated a free Creon® customer service line dedicated to patients and healthcare professional affected by Creon® supply constraint.

The purpose of the service is to provide the most up to date information on the supply of Creon®. The service will aim to provide information on the nearest pharmacies which have recently received supply. In order to identify potential pharmacies with stock of Creon, patient consent is required before sharing their post code.

The Creon® customer service line can be reached via 0800 8086410. Operators will respond from UK and handle enquiries in real time. The service will be active from Monday to Friday from 9:00 to 17:00.

We are aware of the difficulties that patients are facing in this shortage situation, we think that this service could be a valuable additional support for them.

Yours sincerely,
Mohammed Shehzad
Therapy Area Lead ViatriS

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This email is intended for UK healthcare professionals. Please continue to report suspected adverse drug reactions with any medicine or vaccine to the MHRA through the Yellow Card Scheme. It is easiest and quickest to report adverse drug reactions online via the Yellow Card website: <https://yellowcard.mhra.gov.uk/> or search for MHRA Yellow Card in the Google Play or Apple App Store. Alternatively, prepaid Yellow Cards for reporting are available by writing to FREEPOST YELLOW CARD (no other address details necessary), by emailing

yellowcard@mhra.gov.uk, at the back of the British National Formulary (BNF), by telephoning the Commission on Human Medicines (CHM) free phone line: 0800-731-6789, or by downloading and printing a form from the Yellow Card section of the MHRA website. You can also report adverse reactions direct to the marketing authorisation holder at pv.uk@viatris.com.